

VILLAGE OF BRIDGEVIEW



REQUEST FOR QUALIFICATIONS FOR PARKING SERVICES

**ISSUE DATE: FEBRUARY 1, 2012
DEADLINE: FEBRUARY 20, 2012**

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I. GENERAL INFORMATION

A. Introduction. The Village of Bridgeview, Illinois (the “Village”) is proud to issue this request for qualifications (“RFQ”) to qualified individuals and firms for our parking selection process. Written qualifications submitted in response to this RFQ shall comply with the instructions and procedures set forth herein.

Parties interested in receiving a copy of this RFQ must provide a contact name, address, telephone number and email address to the Village.

B. Purpose. The purpose of this RFQ is to establish criteria for the selection of an individual or firm to act as the exclusive vendor for Parking Services (the “Parking”) for events at TOYOTA PARK, home of the Chicago Fire Soccer Club and a venue for concerts, festivals and other events, located at 7000 South Harlem, Bridgeview, Illinois (the “Venue”). It is the Village’s intention to establish a long term business relationship, but the Village will review the performance of the selected party (or parties) on an as need basis and at least annually. The Village reserves the right to: (1) reject all qualifications submitted in whole or in part; and (2) award the Parking services to multiple vendors. The Village reserves the right, in its sole and absolute discretion, to cancel or modify this RFQ in part or in its entirety.

C. About the Village. The Village is a home rule municipality located in southwestern Cook County, Illinois, approximately thirteen (13) miles from downtown Chicago. The Village was incorporated in 1947. The Village is populated by approximately 15,000 persons.

D. About the Venue. TOYOTA PARK is a multi-purpose sports and event complex that is the home to the Chicago Fire Soccer Club and venue for headline concerts as well as numerous stadium, club/catering and parking lot events.

E. Response Format. Qualifications sent in response to this RFQ must include the name of the firm and the name of the person submitting the response. Responses should follow the format as outlined in the RFQ Questions section. All responses must be signed by a representative authorized to make a binding commitment on behalf of the party submitting the response. A repair and maintenance schedule and format should be affixed to your response.

F. Instructions. The Village must receive five (5) executed copies of all responses no later than 3:00 p.m. on February 20, 2012. Late responses will not be accepted. Responses submitted by electronic mail and facsimile will not be accepted. All responses should be delivered as addressed below:

Office of the Village Clerk
Village of Bridgeview
7500 South Oketo Avenue
Bridgeview, Illinois 60455
(708) 594-2525

All questions regarding the RFQ should be sent to Mike Thiessen, Consultant to the Village, via facsimile to 609-784-1469 or by email to mst@madisongroupltd.com by 5:00 p.m. CST on February 15, 2012. All questions received prior to will be addressed via email by February 16, 2012 at 6:00 p.m.

G. Remuneration. Interested parties are to present an outline of the fee schedule to be utilized in connection with the presented services as specified in the RFQ Questions section. Proposed investments will be considered in remuneration proposals.

H. Oral Interviews. After receipt of all responses, the Village will review and evaluate submissions based on all of the criteria stated in this RFQ. The Village may request oral interviews to allow the most qualified candidates to clarify their responses or further define their offer. All oral interviews shall be at the expense of the person granted the oral interview. If needed, oral interview will take place the week of February 27, 2012

I. Timeline. The Village anticipates that its review of the responses submitted to this RFQ shall take two (2) weeks.

J. Public Records. Any response received under this RFQ constitutes a public document that may be made available to the public upon request under the Illinois Freedom of Information Act ("FOIA") (5 ILCS 140/1, *et seq.*) and other applicable laws and rules.

II. SCOPE OF SERVICES

The Village seeks a full-service Parking firm capable of delivering high-quality, customer centric service to enhance the overall experience of persons attending events at the Venue while maintaining a focus on profitability. The Parking firm shall be granted use of all the Venue's parking and traffic control equipment, which are complete with utilities and storage. The Firm shall be allowed signage within the Venue upon the express written consent of the Village. Parties interested in offering additional services should specifically identify and define such additional services in their response. The Parking firm must be prepared to maintain all facilities they utilize in a clean and well maintained manner and provide the highest quality level of service. The Parking firm should outline the standard of service and care proposed to be provided including enclosing any standard service contracts or quantitative measures to determine the quality of service being provided to the Village's patrons.

This section provides the minimal requirements that may be expected from your firm pertaining to the needs of the Village. Firms not meeting the minimum requirements may be eliminated from further consideration.

A. Minimum Qualifications. (1) Five (5) years of active experience providing parking services at stadiums or similar venues.

(2) All active licenses necessary in the State of Illinois to operating a business of this nature.

(3) Firms shall submit evidence of compliance with all equal opportunity employment and affirmative action laws when and to the extent these requirements are applicable (which will be satisfied by an affirmative certification to the same).

(4) Firms shall comply with all applicable federal, state and local laws, ordinances, rules and regulations.

B. Additional Service Requirements.

(1) All pricing of parking for sale will be solely at the discretion of the Village.

(2) Qualifications should include a proposed staffing structure and at least one resume or overview of the proposed manager who will be assigned to Toyota Park for all requisite events. This person will also be the contact person related to pre event planning, actual on-site event management and post event debriefing

(3) The Parking firm will be responsible for hiring and supervising its own staff to conduct the needed operations of the parking services at the Venue. The Village retains the rights to approve any on site management, subject to appropriate employment laws.

(4) The Parking firm will provide satisfactory evidence to the Village of its commercially reasonable policies of insurance, including, but not limited to: general liability, automobile liability, property and workers' compensation insurance and garage keepers insurance, and an umbrella, which all policies shall remain in full force and effect during the Parking firm's performance of the parking services described herein and, to the extent possible, shall name the Village, its Mayor, Board of Trustees, officials, officers, employees, consultants, insurers, attorneys and independent contractors as Additional Insureds.

(5) The Parking firm shall preserve for a period no less than five (5) years from creation of the same, all original books and records disclosing information pertaining to gross sales at the Venue and such other information regarding the Parking firm's business operations on the Venue as directed by the Village.

III. RFQ QUESTIONS

A. Company Background.

A. Please describe your firm's history, ownership, financial condition and client base including, but not limited to:

- 1) Years in business;
- 2) Total number of employees in the firm as well as the primary office;
- 3) Management and organizational structure;
- 4) Company culture, business philosophy and service model; and
- 5) Latest annual report/financial statements.

B. Please indicate the total number of your municipal, stadium and large venue clients and provide a summary of services provided to the same.

C. Service Team.

(1) Describe your firm's expertise in the delivery of parking services at large venues and, in particular, with municipal clients.

(2) Describe the exact individuals that would be assigned by you to work at the Venue. Briefly describe the duties and responsibilities that each individual will have regarding the Village and the requested services.

D. Supplemental Information. Additionally, please be prepared to address, at a minimum, the following and your management style related to:

(1) Your firm's ability to handle pre-paid or on-line ticketing

(2) Level of customer service to be provided to customers at/in the Venue.

E. Fee Schedule.

(1) Interested parties are to present an outline of the fee schedule to be utilized in connection with the parking services described herein, including the following:

- Management fee, if appropriate, broken down by event if to be billed on a per event basis
- Hourly breakdown of employee charges, fully loaded, to be billed for each event or service
- Hourly costs for valet service, assuming 10 valets per event, with starting 1.5 hours before event time to an ending 1 hour following event conclusion. There will be a new high end club added to Toyota Park this year that will include valet parking for all major events.
- Any other associated cost, if applicable

Additionally, firm should outline any initial investment and the terms associated with said investment, that they would be willing to make to enhance the Venues parking operations for all parties involved. The Village, as a factor in determining the final candidates, will consider initial equipment investments.

F. Client References.

- (1) Provide a listing of representative public sector clients.
- (2) Provide at least five (5) references of current clients, include their company name, address, contact person, phone number, email address and length of service.
- (3) Please provide a list of former or current clients operating sports-specific venues or venues to which entertainment is the primary tenant.
- (4) Provide a list of clients that have terminated your services in the last three (3) years. Include company name, address, contact person, phone number, email address and length of service.
- (5) Include a list of all lawsuits filed against your firm regarding services rendered.

IV. EVALUATION CRITERIA

Please be prepared to discuss your firm's advantages over others in the industry, particular as it relates to maximizing the Venue's profitability, your firm's commitment to customer service, the ability to coordinate a successful transition and the firm's ability to enhance the overall fan experience.

Finances will not be the only factors upon which the Village will make its selection. The following factors will be used to determine a firm's qualifications to service the Village. The order of the following factors does not determine any relative ranking:

- (1) The firm meets all of the Village's requirements;
- (2) Demonstrated knowledge and experience;
- (3) Conformance with specifications of the RFQ and completeness of the questionnaire responses;
- (4) The firm's ability to provide the products and services that are in the best interests of the Venue;
- (5) References; and
- (6) Other matters not herein specifically enumerated.

Selection does not guarantee the award of a contract. This RFQ shall not create any legal obligation of the Village to evaluate any response that is submitted or to enter into any contract or any other agreement with an individual or firm who submits a response except on terms and conditions that the Village deems, in its sole and absolute discretion, to be satisfactory and desirable. The Village reserves the right to award the parking services to multiple vendors. All proposals should contain an affirmative statement that there is no "conflict of interest" with the Village and the firm.

The Village reserves the right to reject all qualifications received and the right to waive non-material formalities and technicalities according to the best interests of the Village. Any qualifications submitted shall be binding for sixty (60) days following the Village's opening and review of the same. The Village reserves the right to select a firm or multiple firms to satisfy the services sought. The Village reserves the right to terminate the services provided by the Parking firm. In person interviews may be scheduled to finalize the selection.

By submitting a response the firm providing the qualifications acknowledges its understanding of the requirements of this submission and agrees to be bound to the same.